

WHAT IS CLAIMED IS:

1. A method for improving an audit within a controlled environment, the method comprising:
determining a quality issue to address, the quality issue being associated with a product,
5 wherein the product is the subject of the audit;
selecting a group of questions associated with the quality issue;
posing a question of the group of questions to gather information related to evaluation of
the quality issue via an interactive interface adapted for operation within the
controlled environment;
10 determining a sub-group of the group of questions, the sub-group being selected based
upon an association with the information received in response to the question; and
storing the information.
2. The method of claim 1, further comprising processing the information along with other
information related to the group of questions to evaluate performance related to the
15 quality issue.
3. The method of claim 2, further comprising generating a report based upon the
information to describe the performance.
4. The method of claim 1, wherein determining the quality issue comprises interacting with
a user to select the quality issue.
- 20 5. The method of claim 1, wherein determining the quality issue comprises selecting a
quality issue based upon the product.
6. The method of claim 1, wherein selecting the group of questions comprises searching a
database for questions having an association with the quality issue.
7. The method of claim 1, wherein selecting the group of questions comprises searching a
25 relationship table for associations with the quality issue.

8. The method of claim 1, wherein posing the question comprises displaying the question and a set of potential answers on a touch screen display of a personal digital assistant.
9. The method of claim 1, wherein determining the sub-group comprises selecting the sub-group from the group based upon relevancy of the questions for the audit in light of the information.

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10. A method for performing an audit, the method comprising:
interacting via an interactive interface to invoke a response to a question from a group of
questions associated with the audit;
narrowing the group of questions to a sub-group of the group based upon the response to
5. the question, wherein the sub-group of questions are relevant to a quality issue in
light of the response; and
storing the response for analysis.
11. The method of claim 10, further comprising processing the response along with other
responses related to the group of questions to analyze performance with respect to the
10 quality issue.
12. The method of claim 11, further comprising generating a report based upon the responses
to describe the performance.
13. The method of claim 10, wherein interacting via the interactive interface comprises
displaying a question for the audit related to the quality issue on a display adapted for
15 operation within a controlled environment.
14. The method of claim 10, wherein narrowing the group comprises identifying questions of
the group that are relevant to the quality issue based upon the response.

15. An apparatus to improve an audit, the apparatus comprising:
an interactive interface to invoke a response to a question from a group of questions
associated with the audit and to narrow the group to a sub-group based upon the
response to the question, wherein the sub-group is relevant to a quality issue in
light of the response;
a question database coupled with the interactive interface, the question database having
the group of questions, wherein the group of questions are invoked in an order
based upon the response; and
an audit database coupled with the interactive interface, to store data, wherein the data
represents the response and responses to other questions from the group.
16. The apparatus of claim 15, further comprising an audit analyzer coupled with the audit
database to analyze the data to evaluate performance related to the quality issue and to
generate a report communicate the evaluation.
17. The apparatus of claim 15, further comprising a relationship table coupled with the
interactive interface to describe associations between the quality issue and responses to
questions of the group of questions.
18. The apparatus of claim 15, wherein the interactive interface comprises a graphical user
interface for a display adapted for use within a controlled environment, to interact with a
user.
19. The apparatus of claim 15, wherein the question database comprises questions
determined by an experienced auditor.
20. The apparatus of claim 19, wherein the question database comprises answers to the
questions, wherein the answers are determined by the experienced auditor.

21. A machine-accessible medium containing instructions, which when executed by a machine, cause said machine to perform operations, comprising:

determining a quality issue to address, the quality issue being associated with a product,
wherein the product is the subject of an audit;

5 selecting a group of questions associated with the quality issue;

posing a question of the group of questions to gather information related to evaluation of
the quality issue via an interactive interface adapted for operation within a
controlled environment;

determining a sub-group of the group of questions, the sub-group being selected based
10 upon an association with the information received in response to the question; and
storing the information.

22. The machine-accessible medium of claim 21, further comprising processing the
information along with other information related to the group of questions to evaluate
performance related to the quality issue and generating a report based upon the
15 information to describe the performance.

23. The machine-accessible medium of claim 21, wherein determining the quality issue
comprises selecting a quality issue based upon the product.

24. The machine-accessible medium of claim 21, wherein selecting the group of questions
comprises searching a database for questions having an association with the quality issue.

20 25. The machine-accessible medium of claim 21, wherein determining the sub-group
comprises selecting the sub-group from the group based upon relevancy of the questions
for the audit in light of the information.

26. A machine-accessible medium containing instructions, which when executed by a machine, cause said machine to perform operations, comprising:

interacting via an interactive interface to invoke a response to a question from a group of questions associated with an audit;

5 narrowing the group of questions to a sub-group of the group based upon the response to the question, wherein the sub-group of questions are relevant to a quality issue in light of the response; and
storing the response for analysis.

10 27. The machine-accessible medium of claim 26, further comprising processing the response along with other responses related to the group of questions to analyze performance with respect to the quality issue and generating a report based upon the responses to describe the performance.

15 28. The machine-accessible medium of claim 26, wherein interacting via the interactive interface comprises displaying a question for the audit related to the quality issue on a display adapted for operation within a controlled environment.